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HIMSS 2003 Wrap

By J.P. "Pete" Wenzlick

From Feb. 9-13, the annual reunion of 19,000-plus of my closest friends took place at the San Diego Convention Center. HIMSS provided us with a great location, iffy weather and opportunities for networking, education and tire-kicking.

This report focuses on what I found noteworthy or new as I made my rounds throughout the expansive exhibit hall. The accompanying sidebar, compiled by *ADVANCE* staffers, summarizes additional announcements made during the conference.

The good news: Few vendors used the "p" word (partners) as a draw — although many asked customers to tell their success stories. Better news: "E-enabled" has become an application reality instead of hype and is (mostly) a given.

No "show-stopper" announcements were made during HIMSS 2003; instead, new features, improved quality and a focus on delivering value especially as it relates to process, workflow and service — signaled a return to better days in health care IT.

#### **From the show floor**

You may recall that **Baxter Healthcare Corporation** purchased **AUTROS** about two years ago. Baxter's pharmacy system provides bedside order entry and alerts, and monitors vital signs and lab results for patients receiving hazardous drugs. Baxter has extended order entry and integrated infusion pump connectivity to its system. Eric Paul, who heads up Baxter's pharmacy system division, said the company concentrates on facilities with less than 300 beds. However, even if your organization has more than 300 beds, don't hesitate to check out this company.

**Daou Systems** provides consulting support for the design, planning and implementation of complex networks, security systems, wireless networks and active directory services. Daou offers staffing and integration services, MUMPS systems support, a range of application and strategic consulting services, and an interesting outsourcing services portfolio that helps clients manage desktop, network, server and security systems.

**Eclipsys** built its SunriseXA information solutions and services around a comprehensive workflow framework — so all patient information goes to one place. According to the company, this streamlined workflow allows clinicians, financial staff and other information workers to access the knowledge they need where and when they need it. Eclipsys announced Knowledge-Based Diagnostic Imaging, a fully integrated enterprise imaging solution. It provides hospitals with a comprehensive workflow imaging solution in conjunction with Eclipsys' SunriseXA's clinical information solution. The new integrated diagnostic imaging solution for radiology, cardiology, anatomic pathology, cytology and other clinical departments enables improved clinical and financial outcomes, according to Eclipsys.

**Epic Systems**, a developer of integrated inpatient, ambulatory and payer systems, provides the information backbone for several large, progressive health care organizations and recently inked a \$1.8 billion deal with Kaiser Permanente. Epic said it links thousands of concurrent users to relevant integrated clinical, access and financial information with optimized workflows, sub-second response times, and a commitment to excellent customer service. Named the best overall vendor by KLAS seven consecutive times, the company was recently named the winner of the first-ever KLAS Triple Crown Award, sweeping the top three individual product rankings for Epic Cadence Enterprise Scheduling, Epic Resolute/ Cadence Practice Management Suite and Epic EpicCare EMR.

**ESRI** continues to find new uses for its geographic/demographic tools. I took a personal interest in an application being used in Pennsylvania, my home state, to map and track West Nile Virus. Concerns about this mosquito-born virus, plus Lyme disease, motivated me to take a closer look at this software. Modified to support the development of a state-wide Incident Response System that could be used to track terrorist events, ESRI leads in this application space.

IT research firm **Gartner** announced its Top Ten Issues for 2003. Look for the list on the firm's Web site (visit [www.gartner.com](http://www.gartner.com)). Among Gartner's predictions: Organizations will achieve ROI success with mobile and wireless technologies by 2004; Web investments will begin to pay off; and organizations will recognize the need to lay the foundation for CPR systems.

**HealthCast** provides modular solutions that can be implemented as separate products or combined to create a secure portal with role-based, single sign-on access. Authorized users can access applications within the hospital enterprise and/or gain remote access to up-to-date patient information from disparate systems and locations. Configurable portal and application deployments include audit, data privacy management and XML-based integration without changing existing legacy systems and shared workstation session management. I chose the latter, called PrivateACCESS, as HIMSS 2003's coolest inexpensive product. With a small (1 MB) footprint and client-only installation (no server required), PrivateACCESS supports private sessions for multiple users on a workstation. After a user logs on, does some work, and then walks away, configurable timeouts activate a privacy shield or log off the user. I really liked the add-on, inexpensive (\$100) ultrasonic proximity detector used to trigger the PrivateACCESS privacy shield when the user walks away. When the user returns, the sensor detects his/her presence and the workstation presents a list of users logged in under the privacy shield. As a user, you select your name, enter your password or use a biometric device to authenticate.

**Healthlink** is a value-adding consulting company that helps health care provider organizations who have made substantial investments in IT realize desired value by utilizing the right operational or clinical process with selected software's capabilities. Healthlink's knowledge base contains over 170 typical best-practice and vendor-specific processes allowing the company to position itself to help clients plan, design, select and implement optimal process and technology solutions. Healthlink officials told me they focus on one simple goal: helping clients realize a sustainable improvement in the business value of their IT systems.

**IDX's** Portable Medical Record, powered by **The Menon Group, Inc.**, works in conjunction with IDX Carecast or LastWord. This methodology uses a CD containing a copy of a patient's medical record and offers patients a way to carry a copy of their record that can be reviewed on any PC with a CD drive and a standard browser. While an interesting alternative, I believe that a Web-based solution would offer better value and greater potential for adoption. More promising is the Standards-based Shareable Active Guideline Environment (SAGE), a collaborative effort to develop a universal framework for encoding and disseminating electronic clinical guidelines. If successful, SAGE can make a positive impact on care by facilitating rule sharing and encouraging development of clinical guidelines.

**Kronos** develops software for the time-and-attendance market in health care and other industries. The company said it now offers an HR and payroll suite to provide an end-to-end solution. I was particularly impressed by the date-independence function; you can enter any future date and the system will automatically take action at the appropriate time.

**Lawson**, which serves six of the top 10 IDNs and over 500 health care companies, provides a comprehensive set of financial, human resources (HR), procurement, cost and performance management systems. According to IT research firm Gartner, "Health care organizations moving to ERP solutions should place Lawson on their short lists." The company's consulting and service groups have solid reputations; I would recommend Lawson to organizations who are less than satisfied with the financial and HR systems provided by their legacy vendor.

**McKesson** emphasized its clinical products and the software that ties them together. Horizon Expert Orders and the computerized physician order entry (CPOE) system that takes advantage of this clinical decision support product look promising; reviews from early adopters are enthusiastic.

McKesson also announced a new wireless system using VOIP technology to enhance communication between nurses and patients. Called Horizon Care Access, it should improve efficiency and reduce intrusive voice paging. Integration with these products and the rest of McKesson's and other vendors' software continues to present challenges.

**Microsoft** said the Windows XP Tablet PC Edition has been receiving positive support within the health care industry. Tablet PCs combine a special version of Windows XP with the capability to use to a digital pen in addition to a keyboard or mouse. The Tablet PC can be carried like a clipboard. Microsoft said the device "offers medical providers the capability of a powerful mobile PC that enables wireless real-time data input while interacting directly with a patient."

**Misys Healthcare Systems** announced a partnership with eRad/Image Medical that provides integrated RIS/PACS to the desktop and a new PACS integration module (PIM). The Misys radiology information system (RIS) and Talk Technology's TalkStation provide comprehensive RIS-voice-PACS integration. According to the company, the PIM does not require a PACS broker and integrates Misys' RIS with any PACS that supports IHE guidelines and DICOM services.

Misys' Insight clinical decision support system complements CPOE, using HL7 to integrate data from any system. Insight runs this data through a set of rules, then sends alerts to clinicians via various devices. It continues to monitor patient data after order creation — something that CPOE systems do not do. Clients report fast, clean implementations and significant return on investment.

**MyDocOnline** wants consumers and physicians to use its Web-based Connect product to communicate. Modules include personal history, referral requests, online doctor visits, online labs, prescription refills, appointments and demographics.

**Natural Interaction Systems, LLC**, in my view, should win the innovator-of-the-year award. This company's product uses a pen device that also sends out "digital ink" to a PC, allowing the use of current charts, forms, progress notes and even dense forms. Will this approach catch on before other methodologies?

**Picis** purchased MSM last year shortly after HIMSS. Together, the companies bring total perioperative automation to the acute care environment — approaching what I call real clinical automation. Picis noted that it has installations at more than 600 facilities nationwide.

**Precision Dynamics Corporation** demonstrated Smart Band, which might have been the cheapest, cool product at HIMSS 2003. Smart Band is a barcoded bracelet replacement that incorporates an RFID microchip and antenna; information can be written to and retrieved from Smart Band by RFID scanners. The product provides a non-transferable, over-the-air, non-contact and non-line-of-sight interface. Applications include patient identification, employee identification for access, cash register/point-of-service transactions and medication management.

**Reliance Software Systems** offers an alternative to those looking for a browser-based clinical data repository (CDR) and CPOE application. Implementation at Providence Hospital and Medical Center (Southfield, Mich.) includes CDR, medication orders, some document image management and mobile access. Comprehensive order entry is expected in June 2003.

**SCC Soft Computer**, a best-of-breed laboratory information systems (LIS) vendor, competes against both HIS and LIS vendors. The company focuses on the large hospital lab and multi-site IDN market. SCC's workflow engine allows end users to create custom order entry screens for every specialty area in the hospital without writing a single line of code; its software runs on any hardware platform. Gilbert Hakim, CEO of SCC Soft Computer, known as an IT visionary, drives SCC's reputation for moving aggressively on technological advancements.

**SeeBeyond**, a provider of integration engines to health care organizations, announced the creation of a strategic alliance with **Claredi**. SeeBeyond will resell Faciledi, Claredi's transaction certification system; together the companies say they will deliver an end-to-end solution that combines HIPAA integration with distributed, in-stream testing and certification.

**Siemens'** booth featured demonstrations of Soarian, a health information solution described by Siemens as "workflow-engineered and built from the ground up on Web-native architecture." Siemens offers a comprehensive solution set, incorporating Soarian software. These solutions come together to benefit patients, physicians and health systems in an interactive digital hospital environment, according to the company, and have made *workflow* the newest buzzword in health care.

I interviewed Wilfried Baldauf-Sobez, MD, Siemens' general manager of clinical systems, whose start in the business included developing a clinical software system.

He said U. S. and worldwide needs for clinical systems are similar — both need process/workflow systems that incorporate a true workflow engine. Pointing out that screen-flows support workflow, but do not constitute a true workflow product, he said Soarian was developed to coordinate tasks "across silos."

**Tele-Tracking Technologies** has developed an electronic bed board that facilitates admissions by providing a combined view of everything from pre-admission requests to cath lab schedules, ED same-day admissions and clinic referrals. It provides a real-time image of bed and patient status and availability. The company said its PatientTrackingVIP system enables more efficient patient tracking and workflow and can significantly improve transporter efficiency.

**Wellsoft Corporation** demonstrated a software solution for emergency departments (EDs). I wish I had developed something like Wellsoft's product in the mid-1980s, while I was at Borgess Hospital in Kalamazoo, Mich. I tried to use PCs to solve key ED problems: orders, results, charting, discharge instructions and, especially, patient tracking. Wellsoft started about the same time and stuck with it. Wellsoft delivers ED systems that include patient tracking, discharge instructions, specialized order entry and results reporting — and even take-home scripts (English or Spanish) with HL7 interfaces to facilitate connectivity.

*Mr. Wenzlick is an HIT consultant and editor of the Healthcare Information Technology Strategies newsletter, Berwyn, Pa. He is a member of the ADVANCE Editorial Advisory Board. His e-mail-only newsletter serves health care CIOs and those who hope to lead, follow, influence or understand them. For a free trial subscription or for comments on this article, e-mail the author at [jwenzlick@att.net](mailto:jwenzlick@att.net).*

From the Exhibit Floor

Compiled by the *ADVANCE* staff

**Agfa HealthCare** showcased integrated speech recognition products from recently acquired **Talk Technology**, a voice recognition company. As an example of Agfa's integration with Talk Technology, Agfa demonstrated the IMPAX DS3000 Diagnostic Solution for Radiologists. This integrated solution facilitates diagnostic image reading and "e-porting" in one step, according to company

officials.

**Amicore** announced a new offering of integrated clinical and practice management software that will enable physicians to focus more time on caring for their patients. The new software utilizes Microsoft .NET connected software and Windows XP Tablet PC Edition software, Tablet PC hardware, IBM servers and wireless technology.

Several IT application vendors including **Biscom**, **DVI**, **IVS/inTeleCare**, and **Optio Software** displayed **Brooktrout Technology's** voice and fax technology as part of their health care and HIPAA solutions (e.g., medical dictation and transcription systems, and secure network fax solutions).

**Cardiff Software**, a provider of process-automation solutions, and **Hewlett-Packard** announced an initiative to promote Cardiff LiquidOffice running on the Compaq TC1000 Tablet PC. The initiative will highlight how Cardiff Software's eForm automation solution can be combined with the TC1000 to provide remote knowledge workers with increased levels of mobility and productivity.

**CareScience** announced that it had signed new agreements that include technology solutions, dedicated care management staffing and consulting services. These agreements continue sales progress for CareScience with 2002 full-year total bookings of its provider products and services 58 percent ahead of the same period last year, according to the company.

**CodeCorrect**, a provider of online medical coding and compliance tools, announced CodeCorrect ABN Notifier, an online service that automatically verifies the need for an Advance Beneficiary Notice prior to service delivery.

**Dictaphone Healthcare Solutions Group** demonstrated the latest versions of its Workstation family of products designed to enhance the documentation process — from physician dictation through report production and signature. The company said the products are designed to meet the growing interest in speech recognition workflow that incorporates real-time self-editing.

**Emergisoft** reported that Rockdale Hospital in Conyers, Ga., has signed a licensing agreement to install EmergisoftED as the comprehensive electronic medical record system for its growing emergency department, which is being renovated and expanded to double in size by 2004.

**Funk Software** announced a new version of Proxy remote control software. The company said the new version makes it easier for help desk and network professionals to remotely support users, desktops and critical network systems — over any type of network connection and regardless of whether the machine is staffed.

**Greenway Medical Technologies**, a provider of integrated practice management and electronic medical records (EMR) software solutions for physician practices, announced its support for the **Microsoft** Windows-based Tablet PC. The Tablet PC combines the Windows XP Tablet PC Edition operating system with the capability to use a digital pen in addition to a keyboard or mouse. Greenway noted that its support of the Tablet PC signifies PrimeSuite's capability of running seamlessly with the new platform.

**Healthcare Training Strategies** announced that members of the National Association of Healthcare Consultants have selected the company's flagship product, the HIPAA Privacy Tool Kit, to help clients meet the HIPAA compliance deadline.

**Healthwise** and Trilogy Integrated Resources announced that the Healthwise Knowledgebase will be included in Trilogy's Network of Care Web sites. Consumers, caregivers, community-based organizations, and county government workers in 14 California counties can use the information to help them make better health decisions.

**Heartland Information Services**, a provider of medical transcription services, announced that it has signed a sole-source, preferred-provider agreement with Catholic Health Initiatives, a national not-for-profit health care organization, for transcription and document delivery services.

**HSS**, a firm specializing in coding, compliance and reimbursement management (CCRM), and **eWebCoding**, a company dedicated to eliminating the medical record coder shortage through its Web-based remote coding software, announced the creation of an interface that integrates eWebCoding's Web-based remote coding solution with HSS' WinStrat CCRM system.

**IBM** and **Cerner** announced that the Cerner Millennium architecture will include IBM WebSphere and DB2 in 2003. According to the companies, these new offerings will provide clients with additional computing alternatives, improving total cost of ownership and new capabilities impacting patient safety.

**Info-X** announced an agreement to provide medical necessity coding solutions for Hi-Desert Memorial Healthcare District. Info-X will provide its integrated MedicalNecessity Dictionaries solution into Hi-Desert's hospital information system. The company will also provide its Web-based MedicalNecessity.com.

**InterSystems** announced its Cach post-relational database for the Tablet PC. Distributing medications on the hospital floor is one scenario that could improve immediately with the addition of Caché-based applications running on the Tablet PC, the company

noted.

**MEDecision** introduced Integrated Medical Management (IMM), a comprehensive care management solution developed to meet the needs of health care management professionals. According to the company, IMM lets managed care organizations identify areas of financial and clinical risk, implement programs to manage those risks and continuously evaluate the effectiveness of these programs.

Four outpatient medical clinics — in Pennsylvania, New Hampshire, Iowa and Minnesota — have installed Clinic Navigator, a workflow and patient flow management system from **NaviCare Systems**. The PC-based graphical communication system tracks patients throughout their visit.

**Neoteris**, a provider of instant virtual extranet (IVE) products, announced that Partners HealthCare, an integrated health care system that provides services from preventive primary care to long-term care, is rolling out Neoteris' IVE to deliver secure access to health care applications and patient information for mobile doctors and other users on the go.

**Netilla**, a provider of solutions for secure Web-based access to corporate applications, demonstrated its Netilla Service Platform, which serves as a buffer between remote users and centralized applications. The platform prevents exposure to network threats, according to the company.

**Oracle** announced the availability of the Oracle Healthcare Transaction Base, which it described as a comprehensive data repository and service infrastructure that will enable health care organizations to integrate disparate systems and create a central repository for patient information and clinical services.

**Parascript**, a provider of recognition software, announced a strategic partnership with **Forms Processing, Inc.** (FPI), an outsource data capture and document management service company. The agreement enables FPI to provide customers with a complete forms processing solution, reducing operating costs, eliminating backlog, improving processing speeds and turnaround, and increasing productivity, according to the companies.

**PatientKeeper** said its ChargeKeeper application has been chosen to support revenue generation through more efficient and accurate billing at the University of California at San Diego and Children's Hospital of Orange County, Calif.

**PeopleSoft** announced that Northwestern Memorial Hospital (NMH) has deployed PeopleSoft's suite of enterprise applications for the health care industry, which includes financial management, materials management and human capital management applications. The company said the solution, accessed through its enterprise portal, provides NMH with mission-critical information for rapid reporting and decision-making throughout the organization

**Per-Se Technologies** announced that The Medical Center at Princeton (Princeton, N.J.) and Kingston General Hospital (Southeastern Ontario) have selected advanced order entry components of the company's Patient1 clinical information system to help them enhance patient safety, provide higher quality patient care and improve operational performance.

**PoliVec** announced that **Transparent Technology**, through a partnership agreement, will provide PoliVec's complete solution set for automating the implementation, monitoring and enforcement of a written security policy, the companies said.

**ProxyMed**, a provider of health care transaction processing services, announced an agreement with **Perot Systems**, a provider of full-service IT operations, consulting and business process management solutions. Under the agreement, Perot Systems will use ProxyMed's technology to enhance transaction management capabilities for key health care clients throughout the United States.

**ReefEdge**, a supplier of wireless network infrastructure products, announced that Springfield, Ill.-based Memorial Health System is deploying the ReefEdge Connect System to secure and manage its wireless electronic medical records system at Memorial Medical Center — the health system's flagship hospital.

**Skyscape**, a provider of enterprise-wide mobile medical and nursing reference solutions, announced a PDA offering targeted at the nursing community. The company introduced a Palm m130 color hand-held, including its nursing reference, priced slightly under \$200.

**Snowbound Software** announced that its Medical Records Suite is available for both Web imaging and processing situations and for back-office, server-based bulk conversion of documents. In addition, Snowbound's SnapServ is available as a client/server solution for accessing, processing and displaying hospital and patient records and related documents. The company said its newest solution, Blizzard for the Web, designed with J2EE technology, is an EJB-compliant image and document repository.

**Sprint** introduced a mobile computing solution that gives physicians remote access to critical patient information via virtually any wireless and Web-enabled device. According to Sprint, the solution allows doctors to more frequently monitor a patient's status — and make changes to a patient's orders — without having to physically be in the hospital.

**Surgical Information Systems** said company sales and operating income reached record highs by year-end 2002. The company signed a record number of new accounts and achieved its highest-ever number of add-on sales. The company noted that its two-way workflow communications tool, StatCom, went live at its first client site, the Ochsner Clinic Foundation in New Orleans.

**Sybase and Sun Microsystems** announced that the Sybase Solution for Economical Data Management based on the Enterprise Data Warehouse Reference Architecture — has been selected by AdvanceMed Corp. to power CompareCare, AdvanceMed's Web-based analytic and reporting solution. The solution utilizes Sybase's Adaptive Server IQ Multiplex enterprise analytical engine, and Sun Fire V880 and Sun Fire V480 servers. It is designed to meet the volume requirements of large payer organizations.

**Symantec**, which specializes in Internet security, announced that it is working with Centre Community Hospital of State College, Pa., to secure the hospital's cyber infrastructure across all tiers of its network.

**Total eMed**, a medical transcription company, demonstrated its portable dictation solution, Mobile eMed, at the company's new booth.

**Ultra-Scan**, a developer and licensor of high-accuracy ultrasonic fingerprint matching technology, named Digital Healthcare, Inc. (DHI) of Cleveland as a multi-year licensee. DHI will use Ultra-Scan's ultrasonic biometric readers and software with its own technology for the automated coordination of benefits and other electronic health care financial transactions.

**Vericept**, a provider of information security solutions, announced the release of Vericept Intelligent Early Warning (VIEW) for Health Information Protection. According to the company, VIEW is designed to help information security professionals monitor and capture all network content relating to potential and actual leaks of protected health information, and to help maintain compliance with HIPAA standards for privacy of individually identifiable health information.

**Vocera Communications** demonstrated new security measures it has added to its instant, hands-free, voice-controlled communications system. According to the company, the Vocera Communications System allows mobile workers within 802.11b networked buildings or campuses to instantly connect with one another by using simple voice commands.

**Wellogig** demonstrated its Catalyst technology, which the company describes as a clinical knowledge platform that helps reduce medical errors by enabling decision support at the point of care through proactive reviews of all available patient information.

**Wolters Kluwer Health**, a provider of information services to the health care industry, has formed a new division called Clinical Tools, which provides a variety of electronic and other tools to health care professionals that aid in disease management, error reduction, workflow and patient management. Currently, the division consists of Facts and Comparisons, Medi-Span and Clineguide organizations. The division is expected to grow beyond these product groups through strategic alliances, partnerships and acquisitions, the company said.

**Workbrain**, which specializes in Employee Relationship Management (ERM), announced Workbrain for Healthcare, a workforce management solution based on its flagship ERM 3 product. According to the company, Workbrain for Healthcare enables health care providers to deploy employees effectively, minimize dependency on agency workers, focus staff on patient care and reduce labor costs.

**XIOtech** announced that its MAGNITUDE storage platform is certified for use with **Agfa's** IMPAX PACS platform.

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